



**U.S. AIR FORCE**

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# **Air Force One Source**

**A 24/7  
Family  
Support  
Center  
Resource**



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# **Issues Impacting Airmen and Families**

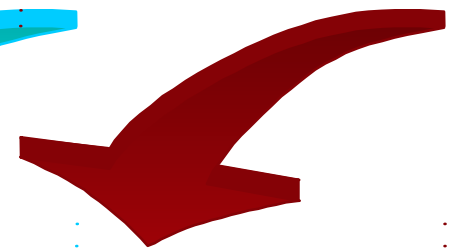
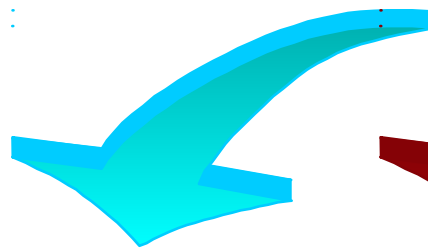
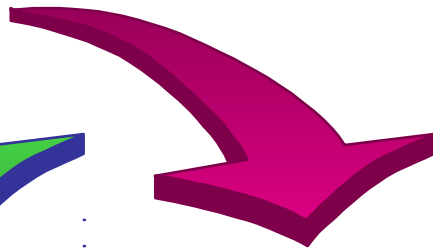
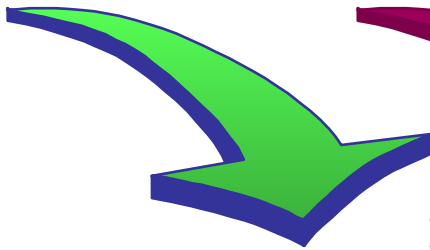
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**Family  
Separations**

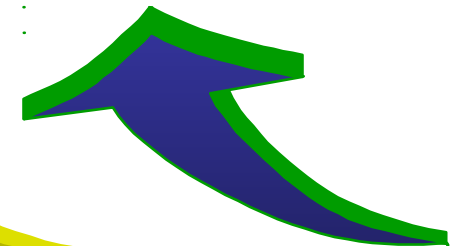
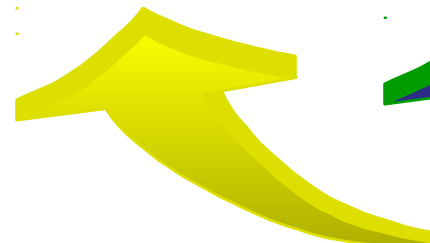
**Frequent  
Moves**

**Spouse  
Employment**

**Operations  
Tempo**



## **Mission Impact**



**Financial  
Challenges**

**Changing  
Schools**

**Family  
Issues**

**Job Stress**

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# **Family Support Center Transformation**

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- **Imperatives for Change and Objectives**
  - **Explore better ways of providing support to airmen and families is essential - smaller budgets; less manpower**
  - **Need for consultation with leadership to ensure programs and services meet needs of their people**
  - **Increase Community Capacity; enhance collaborative service delivery**
  - **Build community-centered versus activity- based family support**
  - **Exploit technology to reach the Total Force**
  - **Move service delivery “from Tail to Tooth”**

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# **An Expanded Information and Referral Source**

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**Extension of  
existing Family  
Support Center  
Services**

**Accessed via  
telephone or on-line**

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***One Source***

**Staffed by  
professional  
consultants 24/7/365**

**At no cost to service  
members or their  
families**

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# Improving Personal and Family Readiness



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# Who is an Air Force One Source customer?

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Anyone needing support services after hours or on weekends

Individuals and families separated from installations

When you don't have time to get on base

**AIR FORCE**

**One Source**

When you prefer the  
convenience of a phone call, the  
internet, or an email

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# Service Scope

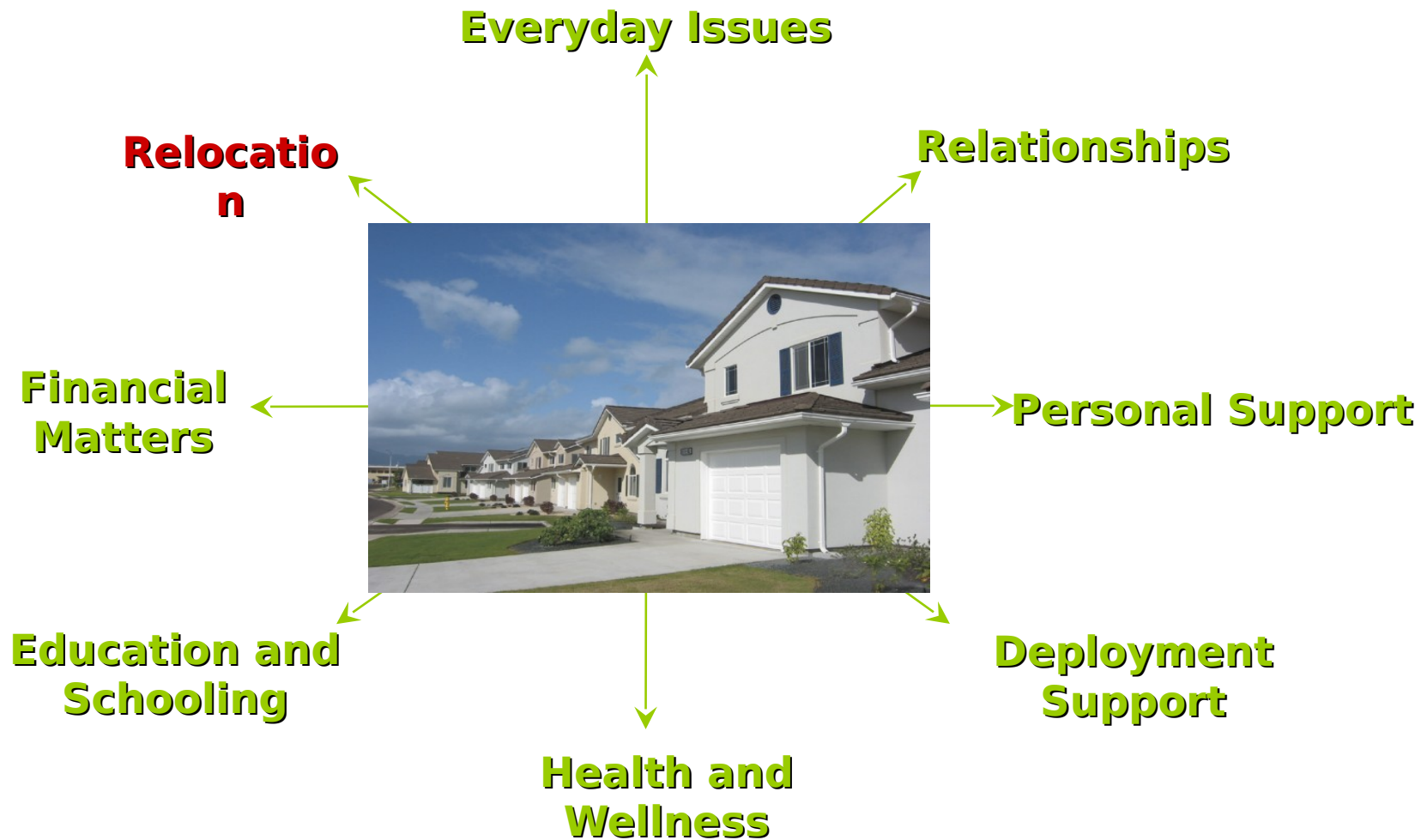


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# **Service Scope**



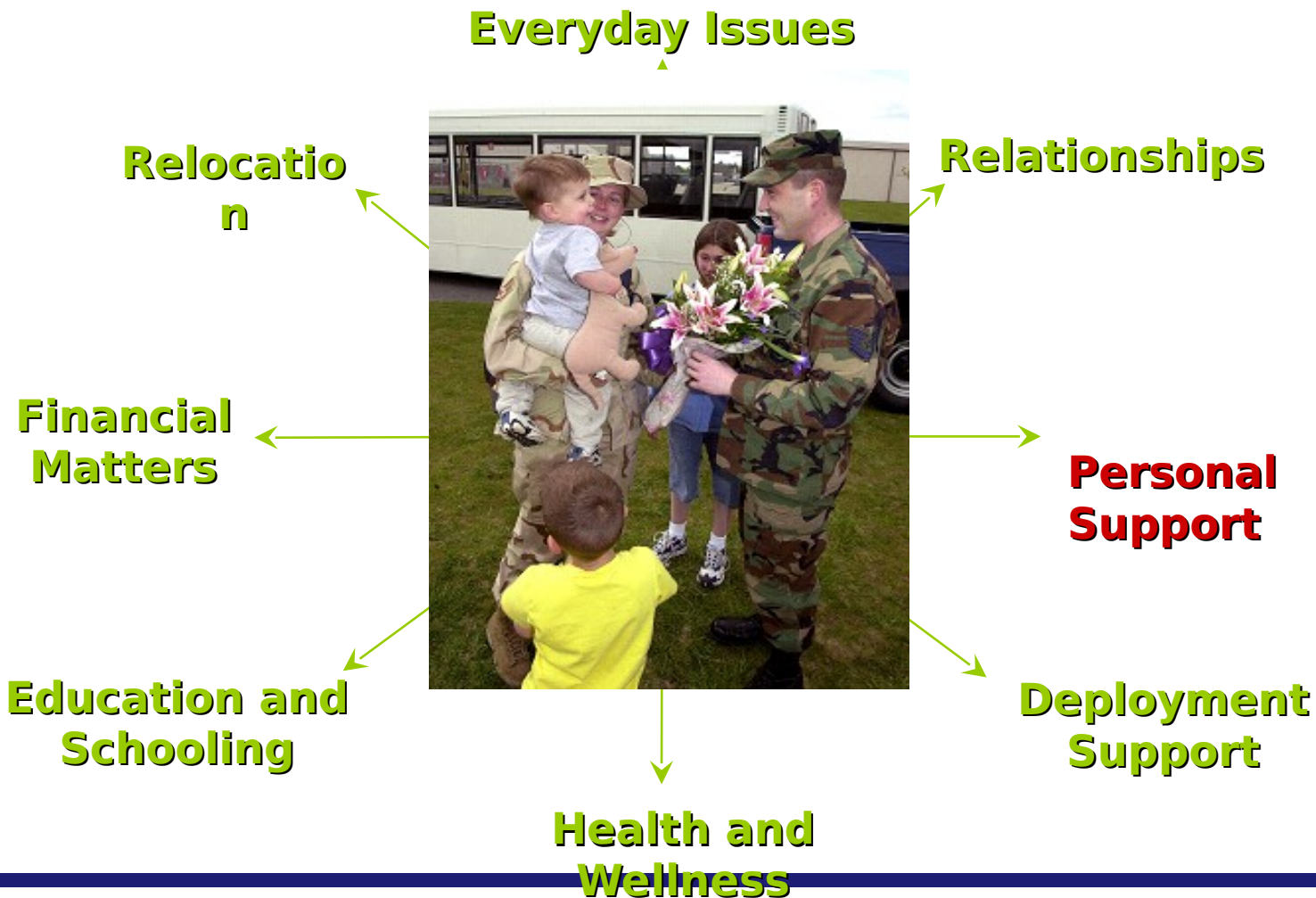
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# Service Scope

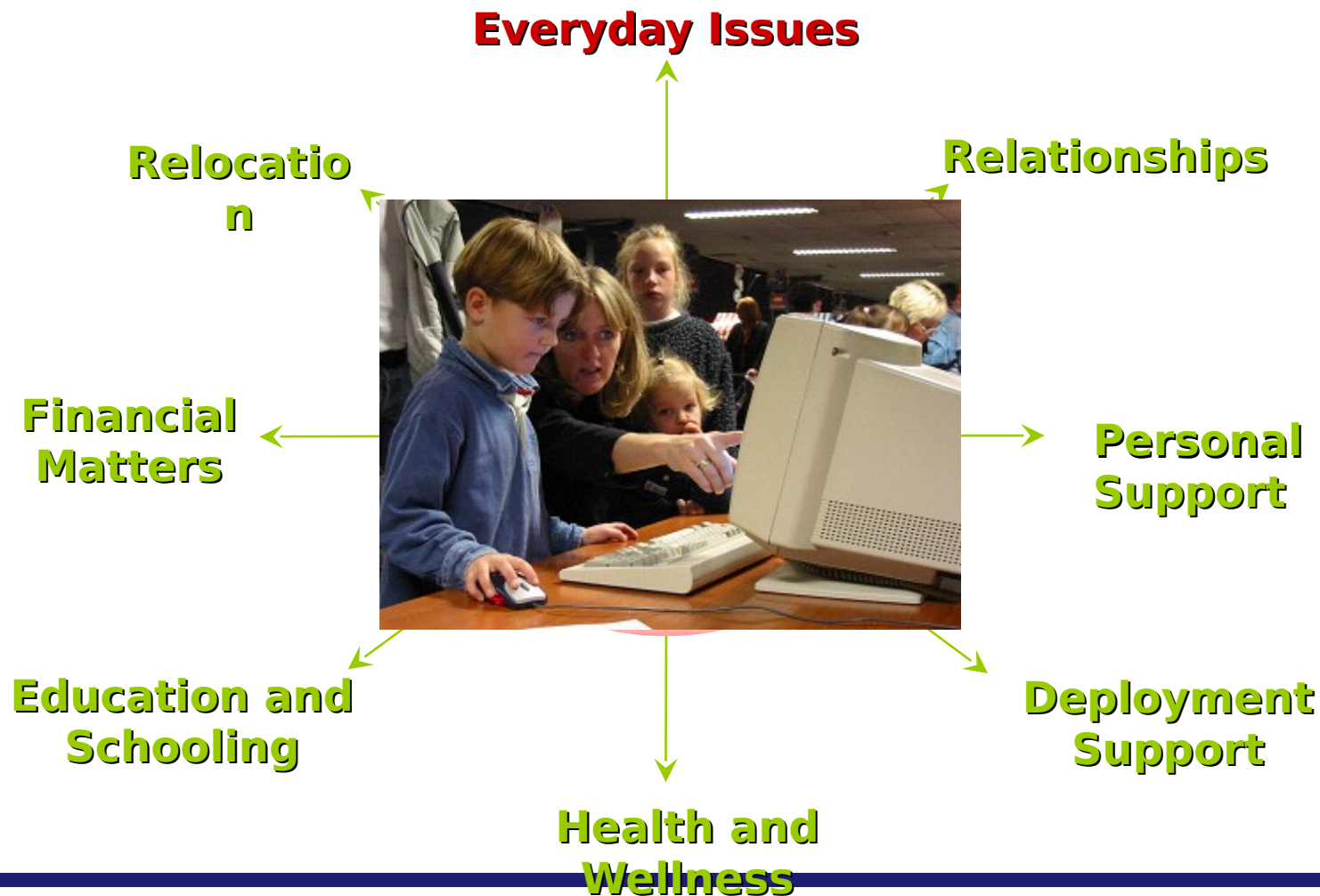


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# Service Scope



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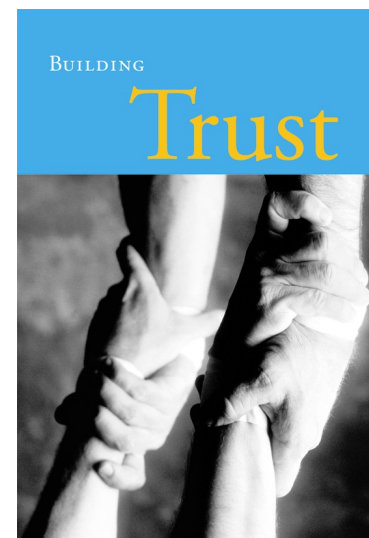
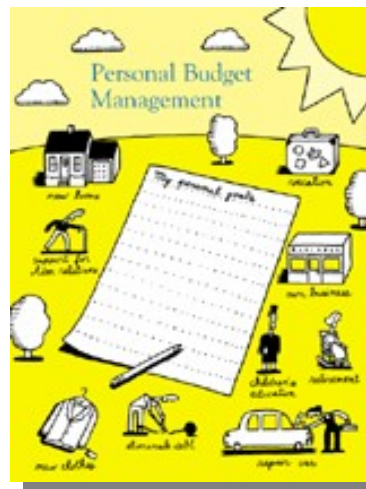
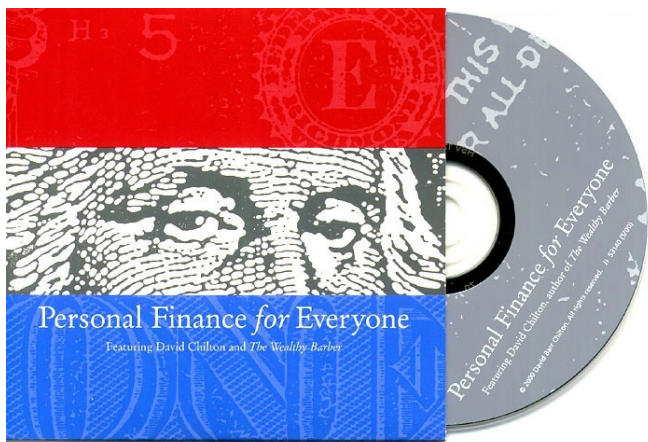
# **Level of Service**

- **Professional consultants**
- **Direct referrals to Family Support Centers as needed**
  - **Multi-cultural, multi-lingual staff, 140+ languages simultaneously translated**
- **TTY/TDD accessible, on-line accessible for low vision users needing assistive technologies (section 508 compliant)**



# Educational Materials

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# **Eligibility and Privacy**

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- **Eligibility**
  - **Active duty, Reserve, Guard, and family members**
  - **Various service delivery staff**
  
- **Privacy, Reporting and PRP**
  - **Air Force One Source may be used anonymously for some services**
  - **Users will receive a privacy statement**
  - **Warm hand-offs as required**



# Use so Far

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- **March Utilization**
- **AF had 4,530 contacts during the month of March 04**
  - **Approx 36% of the 3,763 online users personalized their home page**
  - **A website visit/contact is counted each time a person logs on.**
  - **Website contacts accessed information on everyday issues, military life, financial, parenting and children.**

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# **Marketing**

- **Marketing Communication Package**
  - Release to MAJCOM chiefs
- **Monthly & Weekly promotions**
- **Military One Source brand name coming**
  - Global awareness (anytime, anywhere)
  - Joint installations & overseas
  - AFOS brand name will not go away!

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# A 24/7 Family Support Resource

## Contact by phone or online:

- Online at <http://www.airforceonesource.com>

➤ User ID: airforce

- From the United States

800-707-5784

- From outside the United States ONLY

800-707-57844 (please dial all 11 digits)

Or Call Collect

484-530-5913

- TTY/TDD

800-346-9188

- En Español

888-732-9020



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